

Job Titles: Therapy Centre Manager (TCM)

Location: Brighton or Hastings (with flexibility for some remote working)

Hours of Work: 18.75 to 37.5 hours per week. Negotiable.

Salary: £33,000 to £39,000 (FTE), depending on experience

Professional Registration: UKCP / BPC / BACP / BPS / HCPC or equivalent

Employee benefits:

- 35 days annual leave including bank holidays (FTE per annum),
- 3% employer pension contribution,
- Clinical supervision provided/fees covered by organisation
- CPD/training opportunities

Job Outline

We are looking for 2-3 counsellors/psychotherapists to join our friendly teams in Brighton and Hastings as Therapy Centre Managers (TCM), at a time of organisational growth and development.

The roles combine an income-generating clinical practice and responsibility for managing referrals, with other areas of responsibility (*according to the experience and skills of the successful candidates). The TCM will be responsible for managing a safe, professional and accessible therapy service, and contributing to the development and execution of BTC's strategic plan, in line with the organisation's charitable aims. This includes helping to maximise occupancy of rented rooms, maintain financial stability and enable growth.

50% of your time will be committed to income generating clinical work. It is expected that new TCMs will gradually build your caseload in the first 6 months while being inducted and trained on the other areas of your role. The responsibilities and tasks below will be shared between the TCMs dependent on skills and prior experience. These will, to varying degrees, be carried out in conjunction with the Clinical & Outreach Co-ordinator, the Operating Officer and the CEO.

Clinical Practice

- Conduct initial consultations, including stepping in for practitioners who have to cancel at short notice, or to see complex clients.
- Provide open-ended and fixed term therapy to clients. These will include organisational clients (EAPs, Social Care, etc), individual clients paying a standard fee and those accessing our low-cost service.

Referrals and Clinical Management

- Allocate clients using the BTC service model, identifying best referral options for each client while also considering how to maintain a fair distribution of work for practitioners. An important requirement of the job is the ability to identify clients with needs that are beyond the services offered by BTC.
- Risk assessment and risk management for relevant individual clients.
- Liaise with practitioners, clients and other agencies to make smooth allocation of clients to practitioners.
- Manage the team of approved assessors and ensure sufficient initial consultations are available for the number of vacancies at any given time.
- Communicate sensitively with clients in responding to complaints, explaining reasons for not offering therapy, referring elsewhere, etc.

- Act as Safeguarding Lead for the Centre.
- Ensure the service is delivered in line with BTC guidelines, policies & procedures and contribute to the development of those guidelines, policies & procedures.
- Report on the delivery and impact of the service, including ensuring outcomes are effectively monitored and evaluated.
- Manage the CPD programme.
- Oversee the organisation of Quarterly Practitioner Meetings and practitioner social events.

Professional Standards and Personal Development

- Maintain up-to-date knowledge of all types of therapy and combined therapies offered at BTC.
- Active engagement with current developments in the field of psychotherapy and related disciplines.
- Model good reflective practice.
- Keep accurate, up-to-date records on the clinical system.
- Participate in clinical supervision (with external clinical supervision funded by BTC).
- Participate in other training and development opportunities identified and funded by BTC, as appropriate.
- Work in accordance with the BTC equal opportunities policy.

Meetings (to be shared between the Centre Manager roles)

- Quarterly practitioner meeting
- Attendance at in-house CPD such as the Reading Group or BLM Discussion Group (TBD).
- Clinical governance group meeting
- Quarterly trustee meeting
- Monthly team meeting
- Monthly managers meeting

Facilities* - working closely with Operating Officer

- Working with Operating Officer to manage maintenance and repair requirements, and budget accordingly.
- Manage day-to-day running of centre, including keeping it stocked with tissues, leaflets etc. (Hastings only).
- Reviewing premises needs, identifying new suitable premises to rent, organising and executing move. (Hastings only).

Over time and with support/mentoring, there will be opportunity for increased responsibility and promotion, where appropriate, including:

- Business plan and manage budgets for the Centres.
- Lead the recruitment and induction of new therapists.
- Chair quarterly practitioner meetings.
- Train as a Clinical Supervisor and deliver supervision to trainees on placement at BTC.
- Fundraising and development – working closely with the Clinical and Communications Coordinator to
 - Develop the fundraising strategy.
 - Write and submit fundraising applications.
 - Develop marketing materials.
 - Develop BTC's social media presence.
 - Ensure funded projects are provided in line with the funding application and monitored.

Note for internal candidates

If successful, any candidates who are already approved self-employed practitioners working at BTC would keep their existing room bookings and continue working with their existing BTC clients under the aegis of BTC, with fees for these clients coming to BTC with no room rent costs. They would not be able to maintain a private practice at BTC in addition to their employed role, but they are welcome to maintain a private practice elsewhere.

Note for external candidates

If successful, any external candidates would be welcome to “convert” existing private clients to BTC clients and see them at our centre/online, or they could maintain a separate private practice.

Therapy Centre Manager Person Specification

Education	Essential	Desirable
Diploma level counselling/psychotherapy qualification	✓	
Post Graduate or Masters level clinical qualification in psychotherapy, counselling or other form of psychological therapy.		✓
Registered with BACP/ UKCP / BPC / accredited by the Professional Standards Authority <u>or</u> BPS member on the Health Care Professions Council (HCPC) <u>or</u> on BPS Psychotherapy Register. (<i>Applications from candidates whose registration is in progress will be considered.</i>)	✓	
Knowledge and Experience		
A minimum of 2 years' experience in a relevant role/s	✓	
Working knowledge of current legislation relating to best practice in mental health provision, including Data Protection, Protection of Vulnerable Adults, Mental Health Act, Care Act, Human Rights Act.		✓
Experience of clinical assessment and risk management.	✓	
Experience of monitoring and evaluation.		✓
Experience of fundraising and/or marketing.		✓
Experience of management of facilities, including health and safety, and building maintenance.		✓
Skills and abilities		
Excellent written and verbal communication skills.	✓	
Excellent attention to detail.	✓	
Ability to respond to complaints from clients or practitioners sensitively and effectively, according to BTC policies and guidelines.	✓	
Ability to work independently and as part of a team.	✓	
Ability to take decisions that demonstrate sound judgement in the absence of clear guidelines or precedent.	✓	
Ability to demonstrate high levels of personal organisation with the ability to prioritise and work under pressure.	✓	
Ability to contribute towards BTC's strategic planning and development in line with its charitable aims.	✓	
Knowledge of and ability to use software including Microsoft Office.	✓	
Ability to build good and effective working relationships with trustees, colleagues, practitioners, external providers, advisers and service users.	✓	
Attitudes & Values		
Commitment to BTC's charitable aims and values, including equality, diversity and anti-discriminatory practice.	✓	